

Wag 'n' Woof Terms and Conditions

Terms and Conditions – General

1. You will be deemed to have accepted Wag 'n' Woof terms and conditions (as laid out here) on signature of the contract.
2. Wag 'n' Woof will not confirm any booking until a consultation has been carried out between you and a carer and the contract, with full details of your requirements, has been completed.
3. Full payment for services (agreed either at time of booking or subsequently) is to be made as stated per the invoice.
4. You agree to provide all items necessary for pet(s) to be adequately cared for in your absence.(i.e., food, medication, leads, tags, collars, cat litter etc.).
5. If it is necessary for keys to be picked up or dropped off in order to complete an assignment charges may be applied for each trip.
6. You agree to provide Wag 'n' Woof with the name and contact number of someone capable of making a decision relating to your pet(s) in an emergency. If the contact is not available Wag 'n' Woof reserves the right to make any decisions regarding your pet's health/welfare, providing it is acting in the best interest of your pet(s) and is on the advice of a qualified veterinary surgeon.
7. You agree that you are responsible for any veterinary bills, no matter how they are incurred, whilst your pet(s) are in the care of Wag 'n' Woof.
8. Wag 'n' Woof must be alerted to any behavioural problems with pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.
9. Although Wag 'n' Woof holds Public Liability insurance, it is highly recommend that pets be covered by their own Pet Insurance Policy. Wag 'n' Woof reserves the right to refuse a booking for any pet which is not insured.
10. Wag 'n' Woof will care for your pet(s) as you would, and whilst every effort will be made to ensure your pet is well looked after in your absence, Wag 'n' Woof cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.
11. As required by law, any dog in a public place must wear a collar with the name and address (including postcode) of the owner engraved on it or on a tag. Wag 'n' Woof also strongly recommend that dogs are micro chipped.

Terms and Conditions – Dog Walking

1. Cancellations – for cancellations, please provide as much notice as possible, Wag 'n' Woof understands the need for flexibility and any charges will be at the discretion of management.
2. Wag 'n' Woof strongly recommend that all dogs being exercised are fully vaccinated, and it is recommended that they are on a regular flea and worm control regime. You agree that, if your dog is not vaccinated, it is walked by Wag 'n' Woof entirely at your own risk. Wag 'n' Woof cannot be held responsible for any illness caused through non vaccination of a dog.
3. All dogs being walked will undergo a trial walk to ensure that they are adequately trained and

socialised.

4. Wag 'n' Woof reserves the right to cancel the contract at any time and with immediate effect if the dog does not respond well to the walker and/or other dogs.
5. You agree that your dog will be exercised on a lead unless your prior agreement has been reached with Wag 'n' Woof. Wag 'n' Woof cannot be held liable for the loss, injury or death of a dog whilst off lead if prior agreement has been reached.
6. The walker will apply personal judgement and cut a walk short if necessary due to extreme weather conditions (i.e., heat, thunder storms) for the safety of both the dogs and the walker.
7. If dogs require a quick towelling off after walks towels must be provided and left by the entrance to the house.
8. Wag 'n' Woof must be notified when any bitch is in season. Any bitch in season will be walked on lead, however Wag 'n' Woof reserve the right to refuse to walk any bitch that is in season. Wag 'n' Woof cannot be held liable for any bitch caught by another dog. Wag 'n' Woof will also not be held responsible for any entire male under their care who 'catches' a female in season. Entire males are walked entirely at their owner's risk.

Terms and Conditions – Pet Sitting / Pet Feeding

1. Cancellations – for cancellations, please provide as much notice as possible, Wag 'n' Woof understands the need for flexibility and any charges will be at the discretion of management.
2. Wag 'n' Woof will make adequate steps to ensure your home is safe and secure in your absence. However, you agree that Wag 'n' Woof cannot be held responsible for any damage caused by your pet(s) or any burglaries or theft caused by unknown parties.
3. You agree to provide all items necessary for your pet(s) to be adequately cared for in your absence (i.e. bedding, food, medication, leads, tags, collars etc.).

Terms and Conditions – Dog Boarding

1. Wag 'n' Woof takes great pride in the care of any animal in their charge, however, they cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in their care.
2. All dogs are to be fully up to date with their vaccinations, be de-fleaed and wormed prior to admittance. You agree to provide a copy of your dog's vaccination certificate in order for a booking to be confirmed.. Wag 'n' Woof reserve the right to refuse admission to any pet if proof of vaccinations cannot be provided.
3. Dogs must be non-aggressive. Should a dog show aggressive tendencies towards the carer, their pets or their family during their stay, you accept that they will be placed in a dog boarding kennel until your return and that you are responsible for all kennel costs on your return.
4. Should a dog's behaviour become uncontrollable, destructive or unreasonable, you accept that they will be placed in a dog boarding kennel until your return and that you are responsible for all kennel costs on your return. You agree to pay the cost of any damage caused by your dog to the carer's home and any veterinary costs incurred through injury to the carer's pet(s).
5. The decision to board Bitches in season or entire males will be made entirely at Wag 'n' Woof's

discretion.

6. You agree that a deposit of 25% of your total invoice amount is due immediately after a successful meeting with a carer in order to confirm your booking and that the remaining balance is due 2 weeks prior to the start date of your booking. Payment for deposit and balance is to be made via bank transfer or cheque.
7. You agree that if you do not arrive on the start date of your booking, you will be liable for the full payment.
8. You agree that should you return from holiday early and decide to collect your dog before the end of your booking, any refund of payment will be at the discretion of Wag 'n' Woof.
9. You agree that if you cancel, giving less than 24 hours notice, no refund will be given.
10. You agree that if you cancel your booking with less than 4 weeks notice you will lose your full deposit.
11. You agree that if you cancel your booking giving more than 4 weeks notice you will receive a full refund of your deposit.

All terms and conditions above are agreed upon by:

Signed.....Date.....

Client's Name:

Signed.....Date.....

On behalf of the organisation:

Pet(s) Name:

I agree to allow my dog(s) to be walked off lead whilst under the care of Wag 'n' Woof

Pet's Name(s):

Signed.....Date.....

Client's Name: